



St Helena Hospice

Registered charity number 280919

2008 Patient Survey Results

Colchester Inpatient Unit

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Version: Final 1.1

Introduction

The 2008 patient survey is the first since the completion of the 2007 refurbishment of the Inpatient Unit (IPU). Last year's survey was carried out during a period of about 5 weeks while there were a reduced number of beds in service and therefore the results were based on a very small sample. This year the survey was conducted over a much longer period and the sample is therefore larger and (hopefully) more representative.

The survey was carried out from 14 April to 29 June and was conducted by the IPU nurses handing out survey forms to those patients judged well enough to complete them. If the patient was unable to complete the forms a family member or carer was allowed to help and there was a box on the form to show when this was the case. Envelopes were provided to ensure the patient's replies were treated confidentially. 13 completed forms were received.

This report is based on the actual views and comments of the patients who completed the survey forms. Nothing has been changed or 'interpreted'. Any additional comments by the author are clearly shown as 'Notes'.

The Partnership Group would like to thank the IPU staff for their help with this survey.

Results

Q1 About you:

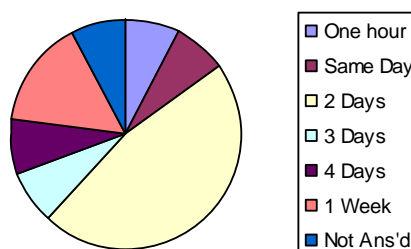
Of the 13 respondents, 5 were male, 4 female and 4 did not complete this question.

11 were patients and 2 were carers or family members

Q2a How long did you have to wait for admission to the Inpatient Unit once a bed had been requested?

One Hour	1
Same Day	1
2 Days	6
3 Days	1
4 Days	1
1 Week	2
Not Ans'd	1

Admission Waiting Times



Q2b Was this wait acceptable to you/your family?

"Yes" x 12

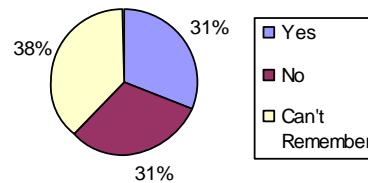
"No – too long" (related to a wait of 4 days)

Q2c. What was the reason for your admission?

- “Unwell.”
- “Because I was feeling bad.”
- “Deterioration in health of the patient plus increase in pain and loss of mobility.”
- “Liver cancer.”
- “Respite.”
- “Blood transfusion – rest.”
- “Symptom control.”
- “Very rare untreatable cancers. Waking, not really gaining consciousness.”
- “Pain control.”
- “Brain tumour.”
- “Terminal secondary bone cancer.”
- “Cancer.”
- “Breathing difficulties/weakness.”

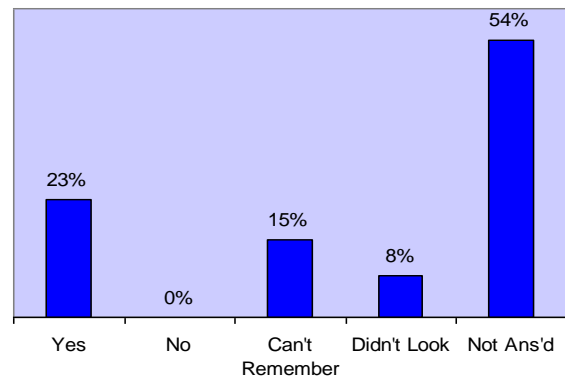
Q3 Were you given a leaflet called Inpatient Unit Admissions Information?

Yes	4 (31%)
No	4 (31%)
Can't remember	5 (38%)



Q4a Was the leaflet helpful?

Yes	3 (23%)
No	0
Can't remember	2 (15%)
Did not look at the leaflet	1 (8%)
Not Ans'd	7 (54%)



Comments

“Not well enough on admission.”

Q4b There were no suggestions for other information that could be useful.

Q5 Are you able to speak to a nurse or doctor as easily as you would like?

Yes	13 (100%)
No	0

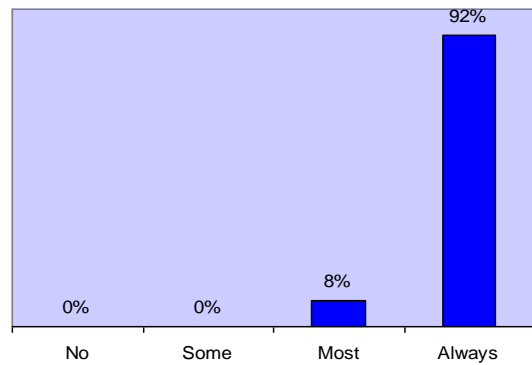
Comments

“Very helpful.”

Q6 Do the staff involved in your care:

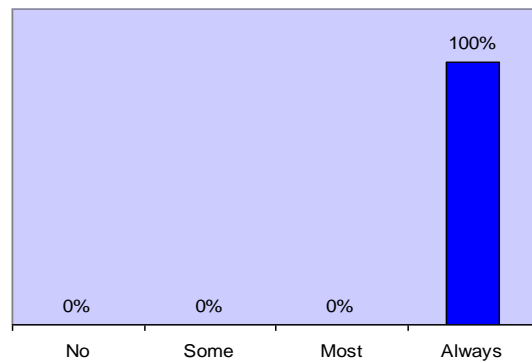
Q6a ... introduce themselves when they meet you for the first time?

No	0
Some of the time	0
Most of the time	1 (8%)
Always	12 (92%)



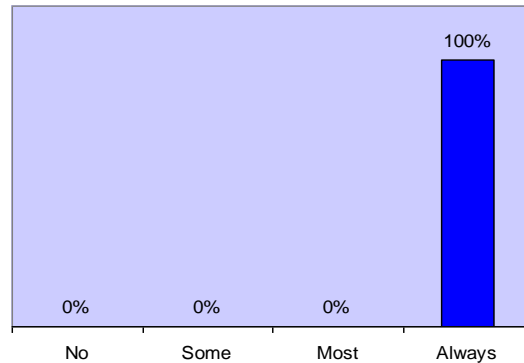
Q6b ... explain what they are doing?

No	0
Some of the time	0
Most of the time	0
Always	13 (100%)



Q7 Overall, do you have confidence in the staff who are caring for you?

No	0
Some of the time	0
Most of the time	0
Always	13 (100%)



Comments

“The staff provide excellent care always smiling and friendly.”

“Solicitous and caring.”

“All of the staff are exceptionally caring and competent.”

“Wonderful staff.”

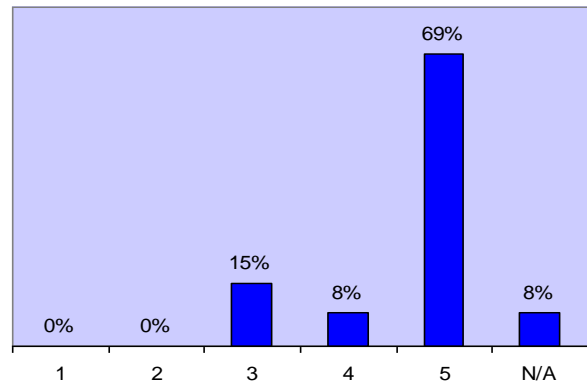
“I don’t think I could have had better care and treatment from wonderful staff.”

“Absolutely completely satisfied.”

Q8a Did you feel you were involved in planning your care?

(1 = not involved, 5 = fully involved)

1	0
2	0
3	2 (15%)
4	1 (8%)
5	9 (69%)
Not Ans'd	1 (8%)



Suggestions as to how we could involve you more:

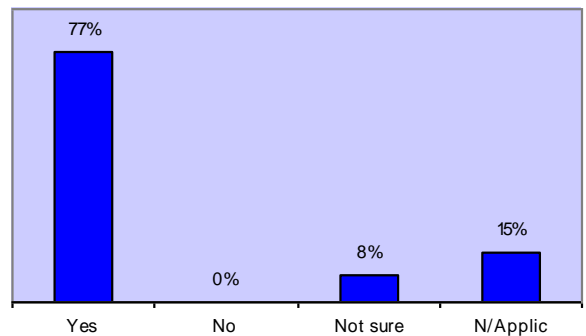
"Too unwell initially to participate."

"More talking."

"I was very satisfied."

Q8b Do you feel you are fully supported in any decisions you have to make?

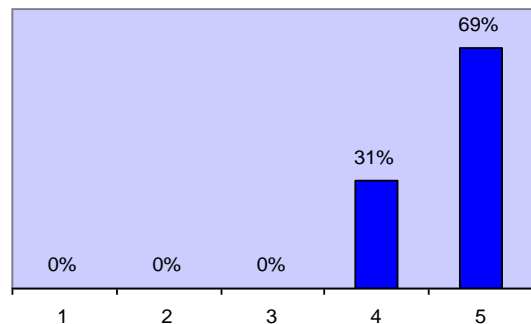
Yes	10 (77%)
No	0
Not sure	1 (8%)
Not had to make any	2 (15%)



Q8c There were no suggestions about how we could involve you more.

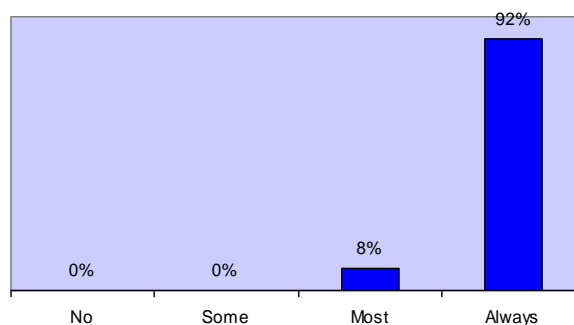
Q9 How effectively do you feel the Inpatient team respond to your individual medical and nursing needs? (1 = poorly, 5 = very well)

1	0
2	0
3	0
4	4 (31%)
5	9 (69%)



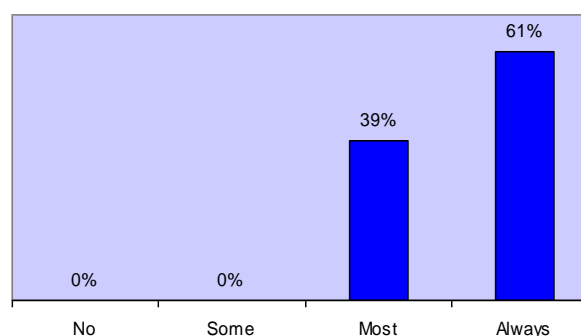
Q10 Do you have the opportunity to ask questions whenever you want to?

No	0
Some of the time	0
Most of the time	1 (8%)
Always	12 (92%)



Q11 Do you have enough time to make decisions about your care?

No	0
Some of the time	0
Most of the time	5 (39%)
Always	8 (61%)



Q12a Activities you have taken advantage of during your stay in the Inpatient Unit?

Activity	Participants	Marks out of 10
Bath	11	10 x 8; 9 x 1; 8 x 1
Books	1	5 x 1
Chiropody	3	10 x 2
Films/DVDs		
Garden	8	10 x 6; 8 x 1
Hairdressing	8	10 x 5; 9 x 1; 8 x 1
Jacuzzi	6	10 x 4; 8 x 1
Massage	7	10 x 5; 8 x 2
Music/CDs for relaxation		
Newspapers	7	10 x 5; 8 x 1
Reflexology	2	10 x 2
Surfing the internet		
Talking books		

Q12b Any improvements to existing activities/therapies or any additional ones you would like to see?

“More access to the Art Room.”

“Materials, also hanging space for pictures to be hung.”

Q13a How has being in the Inpatient Unit made you feel?

“Relaxed and pampered.”

“Secure.”

“A lot better.” x 5

“Makes me feel more relaxed and makes me cope better with my illness without any stress.”

“Cared for – important.”

“Very relaxed.”

Q13b What has helped and what hasn't?

“Kindness of staff has helped.”

“Reassurance that medical staff are always available and willing to listen.”

“Being able to move.”

“Attitude of staff has helped a great deal.”

“Good food, care.”

“Bright friendly attitude of staff helpful. Keen to assist at all times.”

“Onsite support facility for carers and family including counselling and catering has been exceptional.”

“Dealing with cancer back for a third time.”

“Nurses have helped a lot.”

“The quiet and peaceful environment.”

Q13c Has spending time with other patients been beneficial to you?

“Yes, I feel I am not alone.”

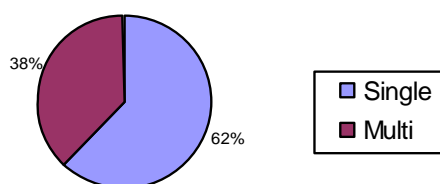
“A little.”

“Does not apply in our case as there has been no inter-relation with other patients.”

Q14 Are you in a:

Single room 8 (62%)

Multi-bed ward 5 (38%)



Q15a How do you feel about the room you are in? (eg. best things – worst things)

“Very satisfied, no complaints at all.”

“It is clean, tidy, with plenty of outside light. Perhaps a pin board to place cards. photos etc.”

“Best thing is the private bathroom shower. Family can stay. Noise at night of doors slamming is the only complaint.”

“Light and airy.”

“Spacious.”

“Light airy toilet facilities. Privacy.”

“Room and facilities are excellent.”

“Peace and quiet, lovely and airy. No bath in the room.”

“Best company. Nice view.”

“Very satisfied, no complaints.”

“Nice view.”

Q15b Do you have any comments about the other parts of the hospice? (eg. lounge, chapel, gardens, family room etc)

“All very peaceful and relaxing.”

“The gardens are lovely peaceful.”

“Lovely garden.” x 4

“They are all wonderful.”

“Garden beautiful, can't fault the hospice at all.”

“Everything satisfactory.”

Q16 Please comment on the catering service, menu offered and how well the catering staff respond to any special requests

“Could not wish for anything better.”

“The food is fine and staff kind and considerate and appear to respond to every need.”

“Very good.” x 3

“Catering provides excellent service and are ready to help with alternatives.”

“The food is really nice. The catering staff are very good and always do what you want to eat even if not on the menu.”

“The whole catering experience is brilliant.” x 2

“Catering service first class, menu excellent.”

“Food fantastic, dealt with husband's diet brilliant.”

“Excellent, have poor appetite but still excellent.”

“Outstanding.”

Q17 What improvements, if any, to the catering service would you like to see?

"Can't think of anything that could improve service."

"Better cover on weekends is the only thing required."

"Do not change."

"None, very satisfactory."

Q18 Please comment on the standards of hygiene in the Inpatient Unit (eg. best things, worst things, possible improvements)

"It always appears clean and tidy without making you afraid to move about."

"Very good." x 5

"Standard of hygiene excellent."

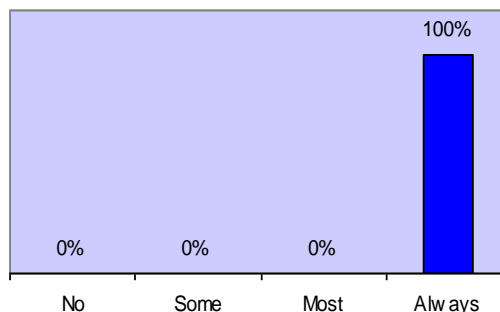
"Generally standards are good."

"Hygiene first class."

"Beautiful, first class."

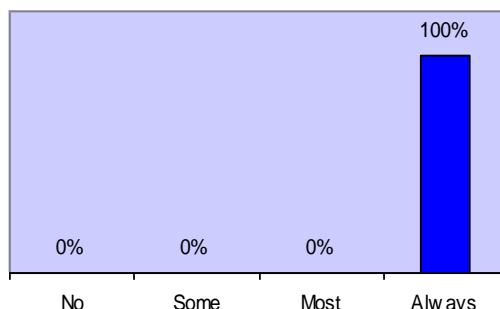
Q19 In general, do you feel you are treated with respect?

No	0
Some of the time	0
Most of the time	0
Always	13 (100%)



Q20 Do you feel your privacy is respected, for example, when being examined or during discussions with staff?

No	0
Some of the time	0
Most of the time	0
Always	13 (100%)

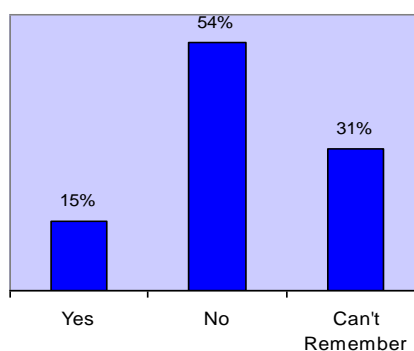


Comments

"Sensitive to one's feelings."

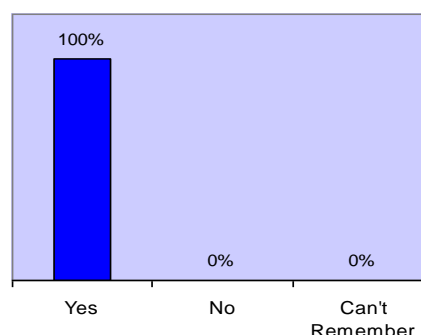
Q21 Were you told how to make a complaint if you needed to?

Yes	2 (15%)
No	7 (54%)
Can't remember	4 (31%)



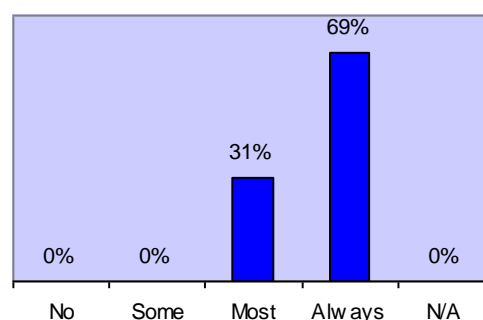
Q22a While in our care were you told how to call for help?

Yes	13 (100%)
No	0
Can't remember	0



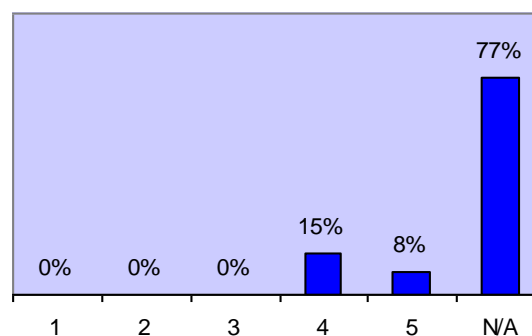
Q22b If you needed to call for help, were you satisfied with the response?

No	0
Some of the time	0
Most of the time	4 (31%)
Always	9 (69%)
Did not need to call for help	0



Q23 How supported did you feel if a patient died while you were in the hospice? (1 = unsupported, 5 = fully supported)

1	0
2	0
3	0
4	2 (15%)
5	1 (8%)
Not Applic	10 (77%)



Q24 Do you have any more comments or suggestions to help us develop our services?

"Thank all the staff. Very well done."

"Was perfectly satisfied."

"St Helena Hospice provides a very good service. Payphone might be useful. Sky, as programmes are limited."

"None, very good services as it is."

"As you will see from the responses we have been overwhelmed by kindness, love and dedication in a lovely building."

"Colchester is truly blessed to have the St Helena Hospice."